



## Who do I contact if I have concerns about my case that can't be resolved with my FVS caseworker?

If you have a complaint or concern about how your case is being handled, call your FVS caseworker's supervisor. If your concerns are still not worked out, you can call the Area Administrator.

- You may also call the Office of Constituent Relations at 800-723-4831 or 360-902-8060 for help at any time, or you may call the Office of the Family and Children's Ombuds Office at 800-571-7321.

*The Ombuds office receives concerns and complaints regarding activities of the Children's Administration. They have the authority to investigate concerns.*



*Transforming lives*

DSHS 22-1751 (3/18)

# Family Voluntary Services

*Keeping Children Safe  
While Strengthening  
Families*



## What is Family Voluntary Services (FVS)?

FVS is a program that lets parents choose to participate in services to meet their child's safety, health and well-being needs.

The goal of FVS is to keep children safe and meet their needs while strengthening and keeping the family together. At any time you may choose to stop working with FVS. If you choose to stop FVS services, Children's Administration (CA) will then assess the level of safety and risk and decide whether to close the case or file a dependency petition.

## What to expect from your FVS caseworker

- To treat you and your children with respect.
- To work with you and make a plan to keep your children safe and make sure your children have what they need.
- To offer services that are specific to you and your family.
- To privately meet with the children in your home one to two times a month.
- To meet with you at least once a month in your home, announced or unannounced, to discuss progress and barriers.
- To contact service providers, community partners, family and friends (with your permission) to get an outside point of view of you and your family's progress.
- To talk with you about domestic violence and other risk factors in your family.
- To educate you about infant safety if it applies.
- If your child is suspected of being commercially sexually exploited, to complete an assessment and offer services that will help.

## What your FVS caseworker expects from you

- To participate in the assessment process and help develop a plan to keep your children safe.
- To follow the safety plan (if you have one).
- To participate in services to keep your children safe and reduce the risk of abuse or neglect.
- To allow the FVS caseworker to meet with your children privately.
- To meet with the FVS caseworker regularly.
- To keep the FVS caseworker informed of any changes in your situation.
- To sign releases of information for you and your children.
- To respectfully make sure that the caseworker understands your family's situation, needs, and circumstances.



## How does FVS work?

FVS may be offered if CA investigates your family for allegations of child abuse, neglect or high risk behaviors and:

- There is concern for future abuse or neglect OR
- There are current safety concerns for your child.

Families may also ask for FVS services in times of need by calling CA.

